Office of Chief Information Officer
Client Technology Services
Identity Access Branch

eAuthentication

Forgotten Password Guide

Customer Accounts

December 2016

Self-Service “I Forgot my Password”

USDA eAuthentication customer account holders can reset their forgotten passwords at any time without helpdesk assistance by using the self-service “**I forgot my User ID | Password**” feature.

Please follow the steps provided in this guide to reset your forgotten Customer account password.

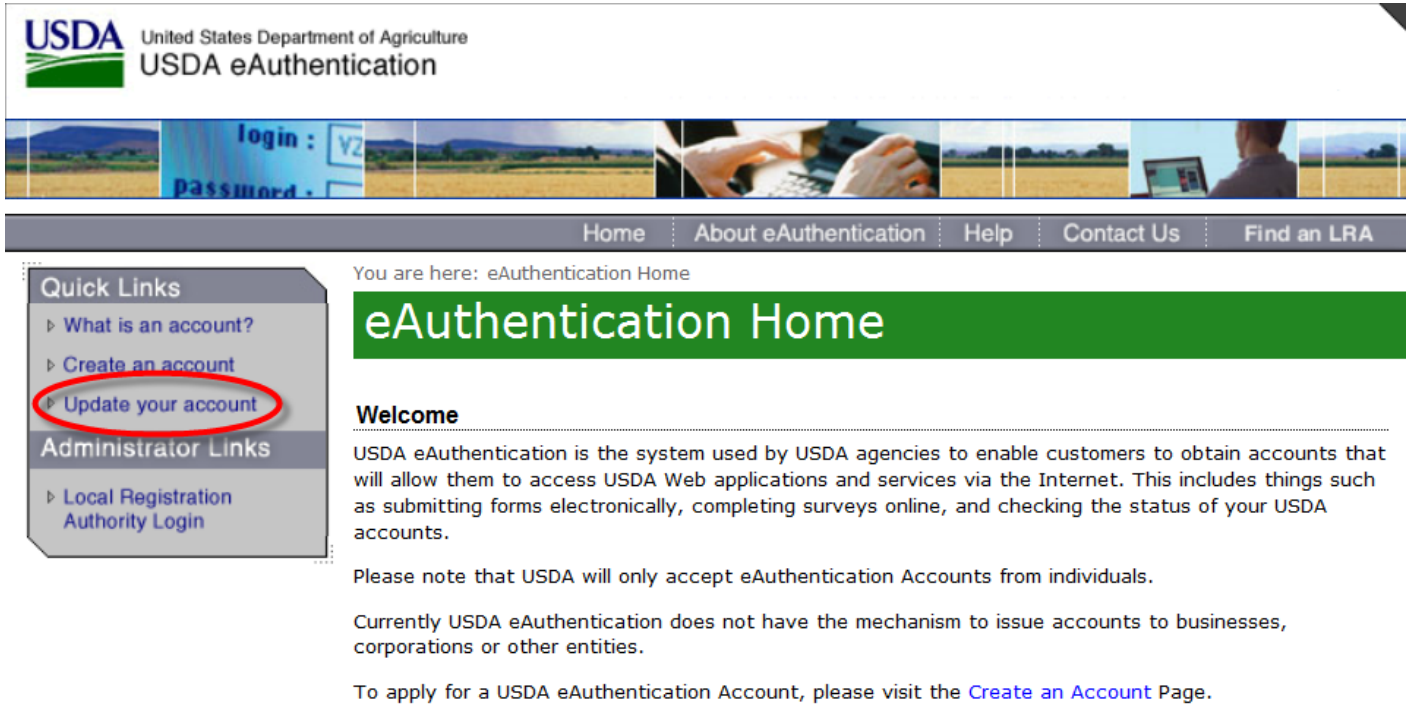
icam
YOUR KEY TO USDA

Steps for Resetting Your Password

1. Access Self-Service for “**I forgot my User ID | Password**”
2. Enter your information for Self-Service
3. Create a new password
4. Contact the helpdesk if assistance is required

Access Self Service

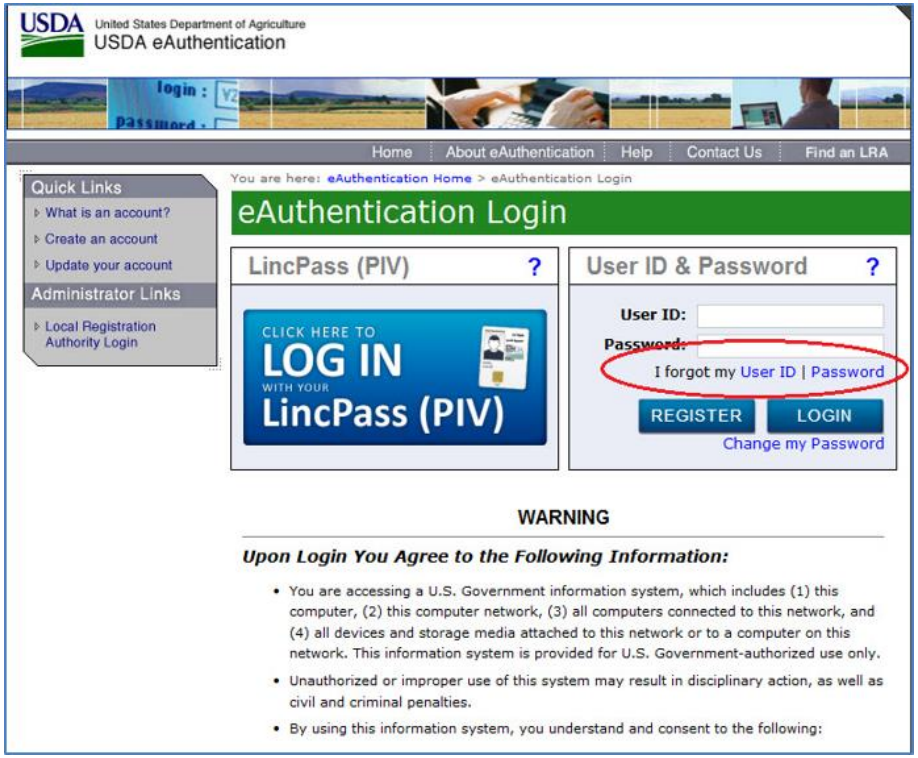
- Go to https://www.eauth.usda.gov
- Click on **Update your account**



icam
YOUR KEY TO USDA

Access Self Service (continued)

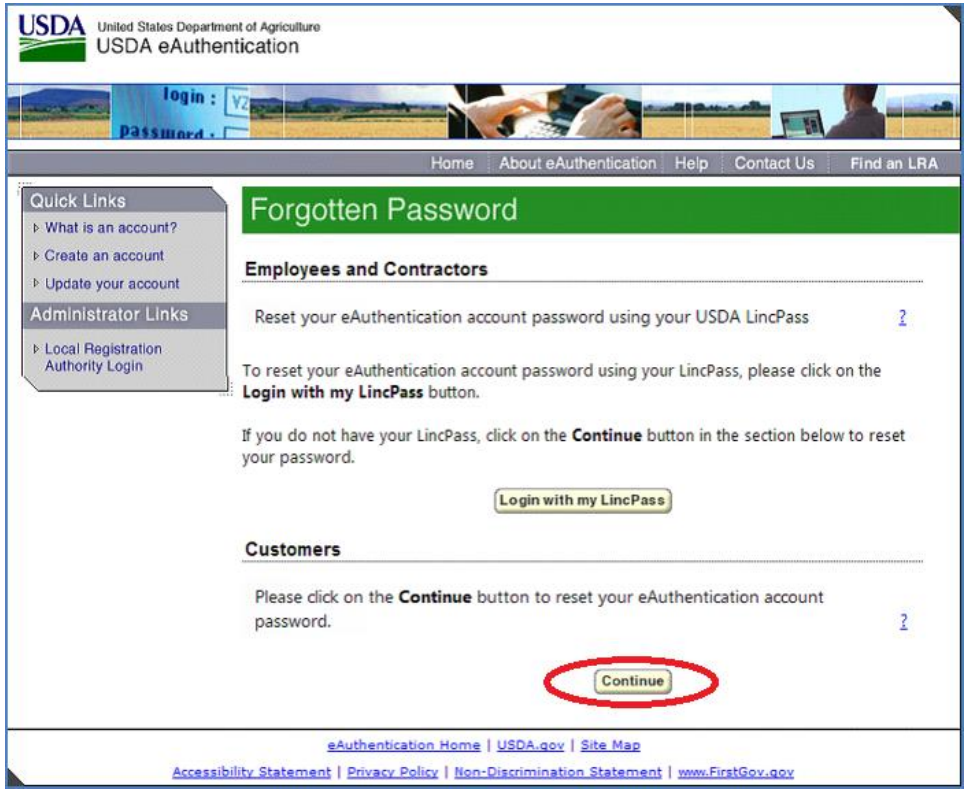
- Review the “Warning” message
- Click on the word “password” in the link titled “I forgot my User ID |Password”



icam
YOUR KEY TO USDA

Access Self Service (continued)

- As a customer of the USDA, please press the **Continue** button to proceed with a password reset



icam
YOUR KEY TO USDA

Enter Your Information

- Enter your User ID and click the **OK** button

icam
YOUR KEY TO USDA

Enter Your Information (continued)

- You will be prompted to answer 3 of your security questions
  - Security questions are a set of questions and answers you provided when you first registered for your account
- Please provide the correct answer and press the **OK** button

Create a New Password

- You will now be prompted to create a new password. The password must meet the following criteria:
  - Contain 12-24 characters, including at least one of each of the following:
    - uppercase letter
    - lowercase letter
    - a number
    - one or more of the following special characters

! # $ % = + : ; , ? ~ * -

icam
YOUR KEY TO USDA

Create a New Password (continued)

Password Restrictions include:

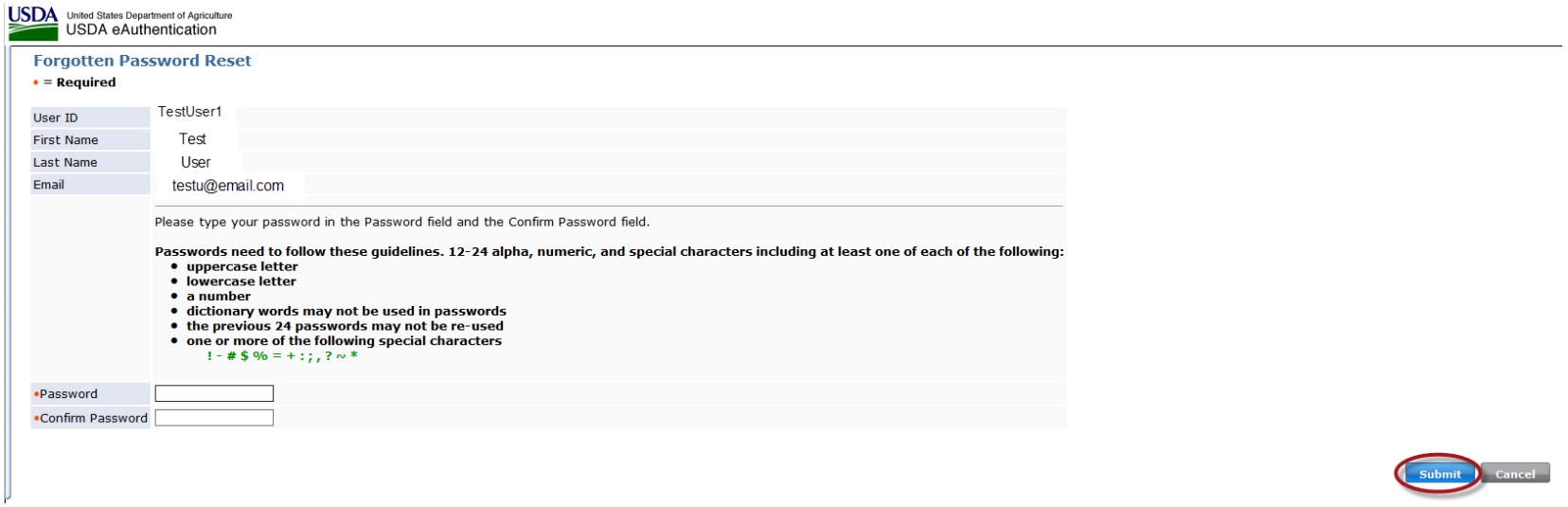
- Do not use any spaces or special characters not listed above
- Dictionary words may not be used in passwords
- The previous 24 passwords may not be reused
- Profile Information (e.g. Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc.)

Note: Your password will expire periodically, according to USDA policy.

icam
YOUR KEY TO USDA

Create a New Password (continued)

Once you have input a password that meets the requirements, press the **Submit** button in the bottom right corner.



Create a New Password (continued)

- Press the **OK** button on the task pending screen. Your password has now been reset

icam
YOUR KEY TO USDA

Contact the Helpdesk

If you were unsuccessful in resetting your password through Self Service or have eAuthentication related questions, please contact the eAuthentication Helpdesk to request a password reset:

- 1-800-457-3642 (Option 1)
- eAuthHelpDesk@ftc.usda.gov

icam
YOUR KEY TO USDA